



CITIZEN ACCESS INSTRUCTIONS

The following instructions are provided to aid taxpayers with the secure online filing and payment portal provided by the City of Loveland. These instructions cover the following topics:

- [HOW TO REGISTER FOR ONLINE FILING](#)
- [HOW TO LINK A TAX ACCOUNT](#)
- [HOW TO FILE & PAY](#)

Additionally, by utilizing the side menu options displayed below, the secure online filing portal can be used to:

- Review and print previously filed returns
- Print a copy of a license using the "License Information" menu option
- Apply for a new license
- Renew a license
- Pay outstanding balances using the "Outstanding Balances" menu option



Welcome to Tax & Licensing

Please select an option from the menu on the left.

To add/delete Sales Tax accounts you can work with for this user profile, click on "manage accounts".

To change your password or other user information, click on "my user profile".

You can access the Citizen Access portal for online filing via the cities website <https://wsinno.ci.loveland.co.us/citizenaccess/>

HOW TO REGISTER FOR ONLINE FILING

From the login page, select “new user” on the left and complete the fields required to register. Then click “submit”.

The image shows two parts of the registration process. On the left is a vertical menu with four buttons: 'public access', 'log in', 'new user', and 'forgot password'. The 'new user' button is highlighted in a lighter blue. On the right is the 'New User Registration' form. It has the following fields: 'E-mail Address:', 'Re-enter New Email:', 'New Password:', 'Re-enter New Password:', 'First Name:', and 'Last Name:'. Each field has a corresponding input box. At the bottom of the form is a 'submit' button.

A confirmation e-mail will be sent to the e-mail address provided containing a link to validate the account. Follow the link and a login screen will appear. Activate the account by logging in.

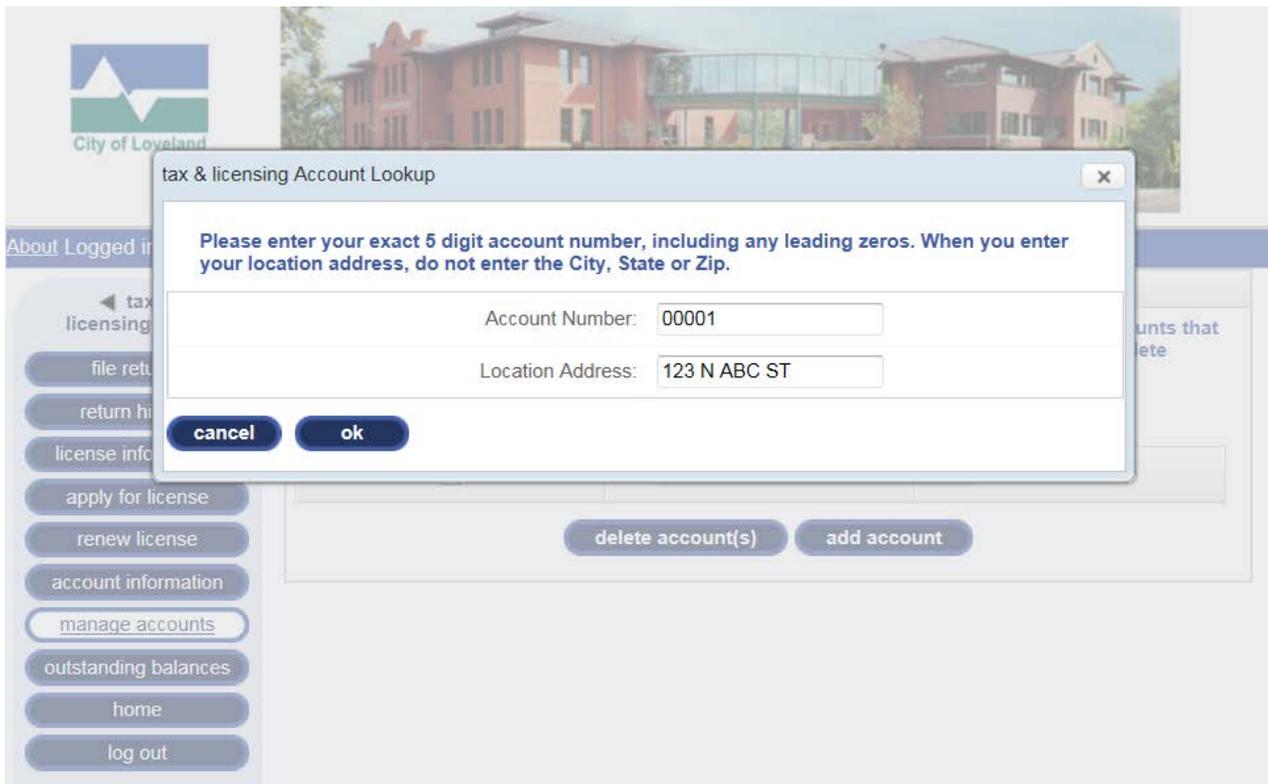
HOW TO LINK YOUR TAX ACCOUNT

After registering and accessing the online filing portal, you will be prompted to link your city tax account to your username. To link your account go to “manage accounts” and select “add account” to lookup your account.

The image shows the 'Welcome to Tax & Licensing' page. On the left is a vertical menu titled 'tax & licensing menu' with the following buttons: 'file returns', 'return history', 'license information', 'apply for license', 'renew license', 'account information', 'manage accounts', 'outstanding balances', 'home', and 'log out'. The 'manage accounts' button is highlighted in a darker blue, and a red arrow points to it from the right. On the right side of the page, the text reads: 'Welcome to Tax & Licensing', 'Please select an option from the menu on the left.', 'To add/delete Sales Tax accounts you can work with for this user profile, click on "manage accounts".', and 'To change your password or other user information, click on "my user profile".'

You will then be prompted to enter your sales tax account number (this is your license number and **must** be five digits), the business location address (only line 1) as it appears on your license. Once you have

entered this information, select “ok” to link the account.



HOW TO FILE AND PAY

1. FILE & PAY – Select “file returns” from the side menu. On the next screen select the year and period you are filing for and select “next” to continue. NOTE: If you file for more than one account you will need to use the drop down to select the correct account.

tax & licensing menu

cancel next

Returns Step 1/8: General Information *Required

* Select the account you would like to enter a return for: 03367 : CITY OF LOV

* Select which type of tax return you are filing: Sales Tax Return 3%

Filing Frequency: Monthly

* Enter the year you would like to file for: 2015

* Enter the filing period you would like to file for: December 2015

Start Date: 12/01/2015

End Date: 12/31/2015

Due Date: 01/20/2016

2. ENTER THE RETURN – You will then be prompted to enter information into each of the fields from the tax return (gross sales & service, bad debts, deductions, etc.,) select “next” after completing the information on each screen. After entering all information, a summary will be provided. You may select “back” at any time to make changes.

tax & licensing menu

- file returns
- return history
- license information
- apply for license
- renew license
- account information
- manage accounts
- outstanding balances
- home
- log out

back cancel next

Returns Step 5/8: Summary

Note: Penalty is \$15 or 10% of amount due, whichever is greater.

Total Gross Sales:	\$10,000.00
Deductions:	\$7,570.00
Sales Tax 3% Rate:	3%
Total Sales Tax 3% Due:	\$72.90
Construction Use Tax Rate:	3%
Total Construction Use Tax Due:	\$0.00
Account Allowance:	\$1.46
Total Tax Due:	\$71.44
Months Overdue:	0

3. PAY & SIGN – Next, you will be prompted to enter payment information (if applicable) and sign your return. On the payment screen enter the checking account and routing number. NOTE: Please be sure that you have provided your bank with the cities ACH debit block number 8846000609 prior to submitting payment.

tax & licensing menu

- file returns
- return history
- license information
- apply for license
- renew license
- account information
- manage accounts
- outstanding balances
- home
- log out

back cancel next

Returns Step 7/8: Payment *Required

Please double check your routing number and account number, as rejection by your bank due to incorrect entry could result in a \$25 processing fee for resubmission.

Total Amount Due:	\$71.44
Payment Amount:	\$71.44

*Name on Account: Bobby Taxpayer

*Account Type: Checking

*Routing Number: 000000000 [Help me find it!](#)

*Account Number: 123456789 [Help me find it!](#)

On the legal screen type your first and last name to certify that the return is legal and valid.

◀ tax & licensing menu

- file returns
- return history
- license information
- apply for license
- renew license
- account information
- manage accounts
- outstanding balances
- home
- log out

back cancel submit

Returns Step 8/8: Legal
*Required

**** IMPORTANT NOTE: A copy of your return will be emailed to you with your confirmation notice. However, you can print a copy on the next screen if you'd like. If the return does not print, it is due to browser compatibility issues, however you will still receive the copy via email. ***

Processing may take a moment, please do not click the submit button more than once.

I hereby certify, under penalty of perjury, that the statements made herein are to the best of my knowledge true and correct. By clicking on the next button, I agree to these statements.

* First Name: * Last Name:

back cancel submit

4. CONFIRMATION – Your return is now filed. A submission confirmation page will appear and a confirmation e-mail with a copy of the filed return will be sent.

◀ tax & licensing menu

- file returns
- return history
- license information
- apply for license
- renew license
- account information
- manage accounts
- outstanding balances
- home
- log out

Submission Confirmation

Thank you for your payment. Please print this page for your records.

Confirmation Number: 1601180001
Account Number: 03367
Return Tax Type: Sales Tax Return 3%
Filing Period: December 2015
Date Filed: 01/18/2016
Time Filed: 02:46:25 PM
Tax Due: \$71.44
Penalties and Interest: \$0.00
Total Amount Due: \$71.44
Amount Paid: \$71.44

A confirmation email has been sent to tonia.hemmer@cityofloveland.org
Please retain this for your records

**** IMPORTANT NOTE: A copy of your return will be emailed to you with your confirmation notice. However, you can print a copy now if you'd like. If the return does not print, it is due to browser compatibility issues, however you will still receive the copy via email. ***

print return